

Personal Information

Marital status: single
Nationality: Luxembourg
Driving licence: international 'cat.
b'
Date of Birth: 10.04.1979
Place of Birth: Luxembourg

Education

» *1999-2003* University College Northampton

Bachelor of Science

Combined Honours reading Sport Studies and Psychology.

» *1991-1999* Athenée de Luxembourg

Scientific Section (C)

'Examen de fin d'études secondaires', mention bien. Equivalent to 'A'-Levels in: Mathematics, Biology, Chemistry, Physics, Philosophy, History, English, German; overall grade B.

Languages

Fluent (written and spoken) in *Lëtzebuergesch, English, German, French*

Understanding of *Spanish*

Work Experience

From October 2003 until February 2004, I have worked as customer services representative for Infomedia Services. In my role as the customers' contact point with the company, I was primarily responsible for dealing with complaints and explaining the service provided. These, being of different natures, such as incompatibility issues or maybe simple demands for refunds, were addressed by either telephone, e-mails or letters. It is therefore highly important to stay organised, to keep solving problems and to keep track of ongoing processes. Furthermore I often found myself, driven by my passion for these, input into the brands web and graphic designs, including project managing for Partymob.de.

From June 2002 until April 2003 I worked for Merchants Ltd. on the 'Autodesk' project. I was a technical support agent for solving customers' problems with their purchased software. Next to having had a thorough knowledge of various AutoCAD, AutoSketch and CAD-viewing releases, I had to have a perfect telephone manner as this was the main way of communication between customers and technical support. Every call had to be logged and every case had to be closed within 24 hours; giving customers the best possible service, whilst maintaining client's 'service level agreements', always exhibiting good problem solving and organisation skills. I worked at Merchants previously, on the same project, from July until October 2001 between my second and third year of university.

From November 2002 until November 2003 I have worked as a door supervisor in Northampton. I regularly had to use my face-to-face communication skills in order to diffuse and calm situations down. Being used to making quick and important decisions to ensure safety, I was able to stop what may have become life threatening situations.

Since October 2001 until present I am working occasionally as a security guard for Stargard Security. Next to having worked as an overnight security guard, I have accumulated a lot of experience regarding crowd control and health and safety regulations for any kinds of events ranging from football games and concerts to the Northampton balloon festival.

While at university I have worked from March until April 2002 for Vartec Telecom in their Northampton based call centre. I had to answer and log 'first contact' calls. Explaining the advantages of the service given I had to take those customers details that chose to sign up for it.

From May until July 2001 I worked in a small restaurant, 'Casa Nostra'. Next to waiting I was the assistant manager and responsible for organising staff and stock.

Volunteer Experience

Monitor at 'Disabled Games' at Athenée de Luxembourg.

Awards received

**Club champion, 'Golf and Country Club Christnach' in 1998.
Piano Teaching diploma, received in 1996 at CAVEM music school.**

Extracurricular activities

**Sport counsellor for Camp America (Summer '98, U.S.A.).
Football, golf, ju-jitsu, kick-boxing, riding, piano, chess,
web-design.**